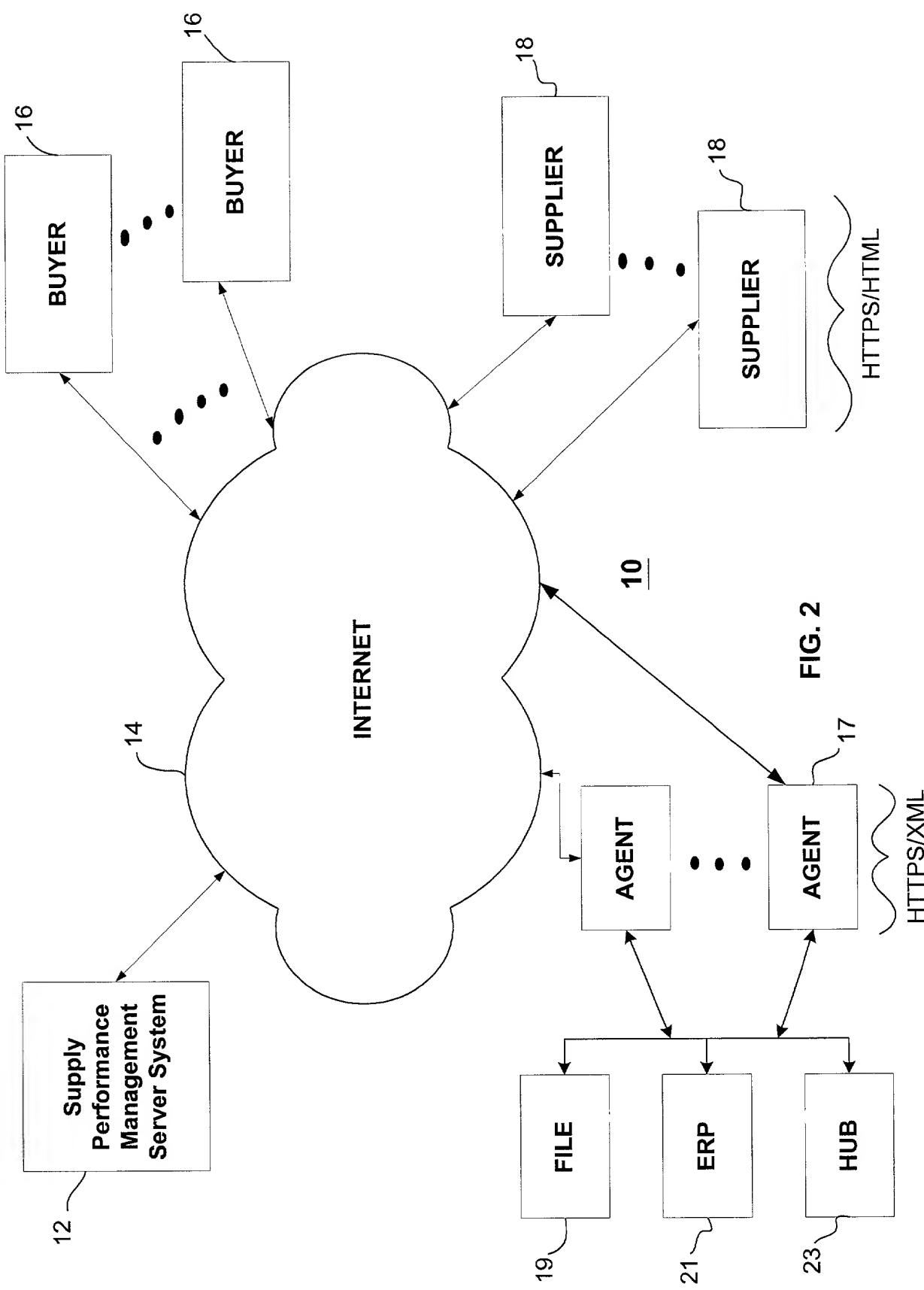


Figure 1



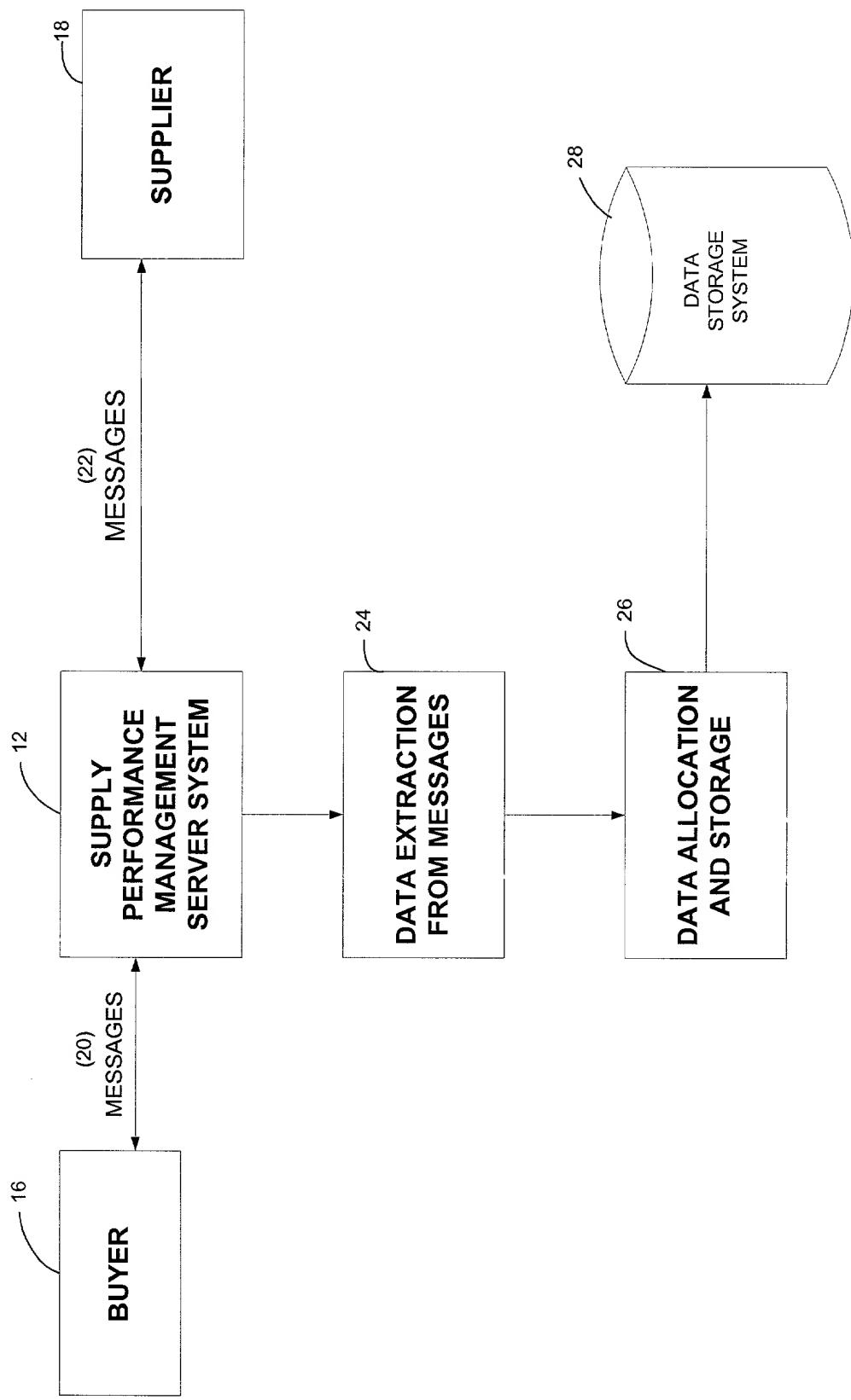
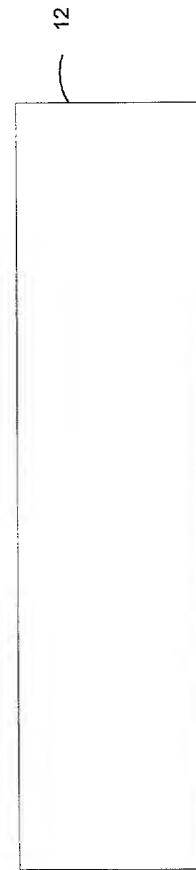
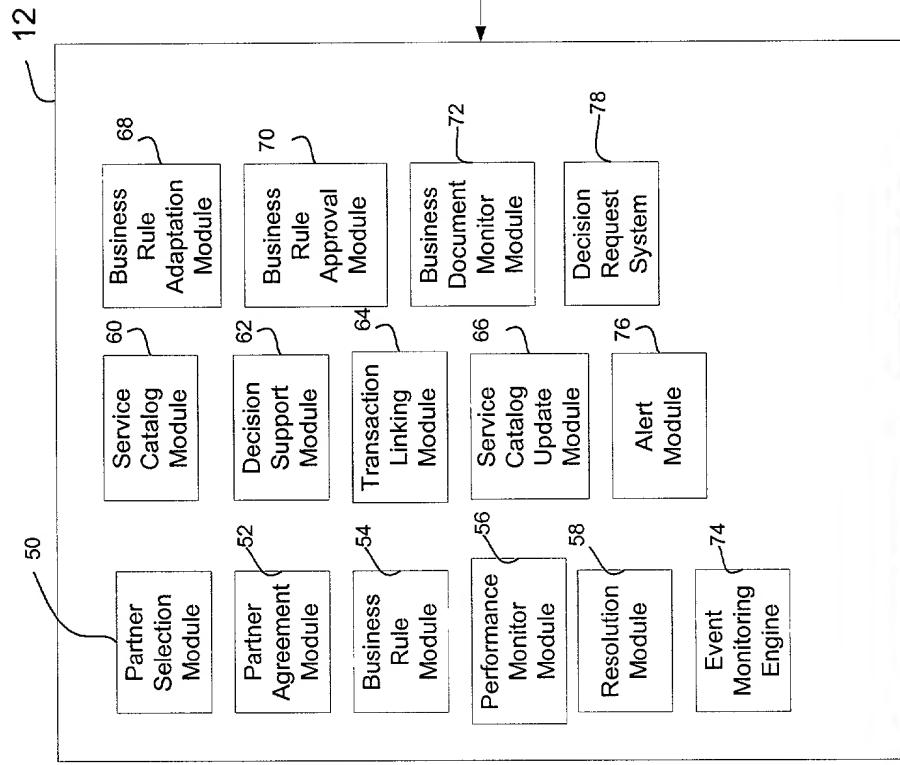


Fig. 3

Fig. 4

Business Rule Adaptation Module
Business Rule Approval Module
Business Document Monitor Module
Business Rule Linking Module
Service Catalog Update Module
Alert Module
Decision Request System
Performance Monitor Module
Resolution Module
Event Monitoring Engine



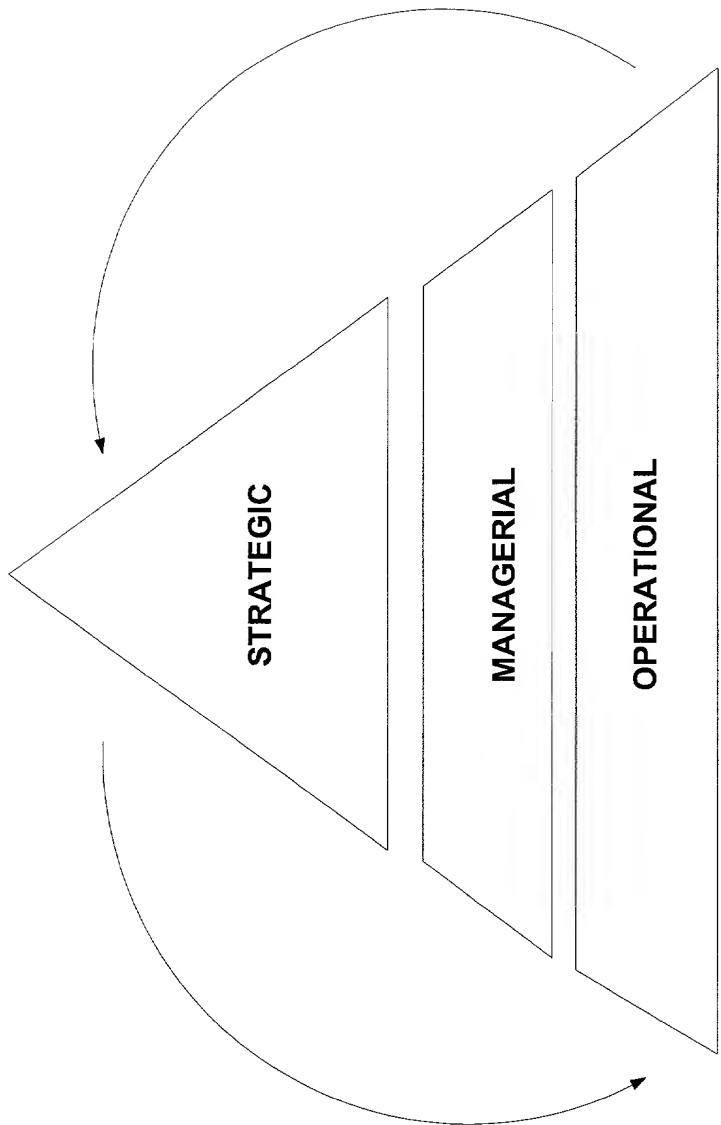


FIG. 5

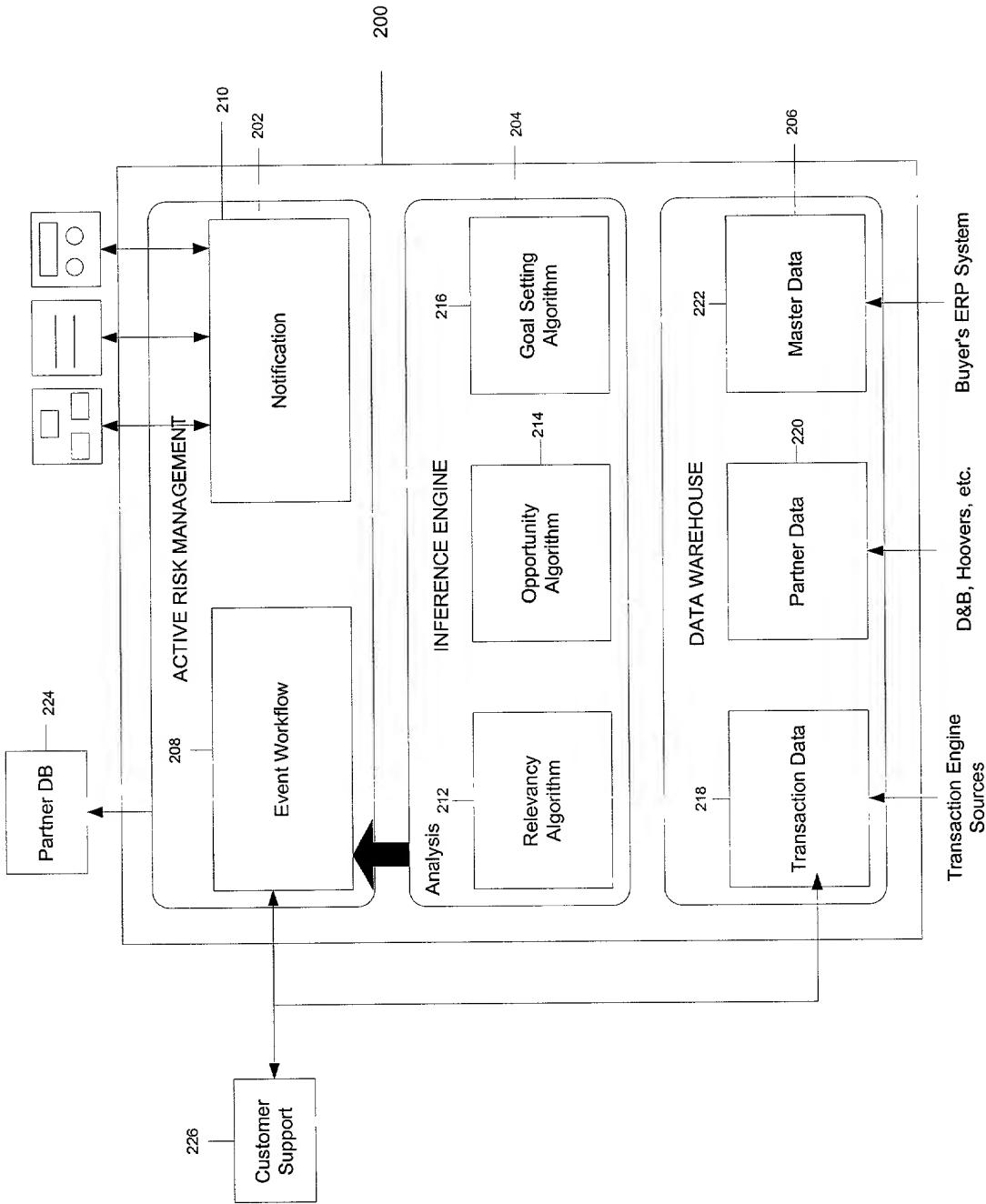


Figure 6

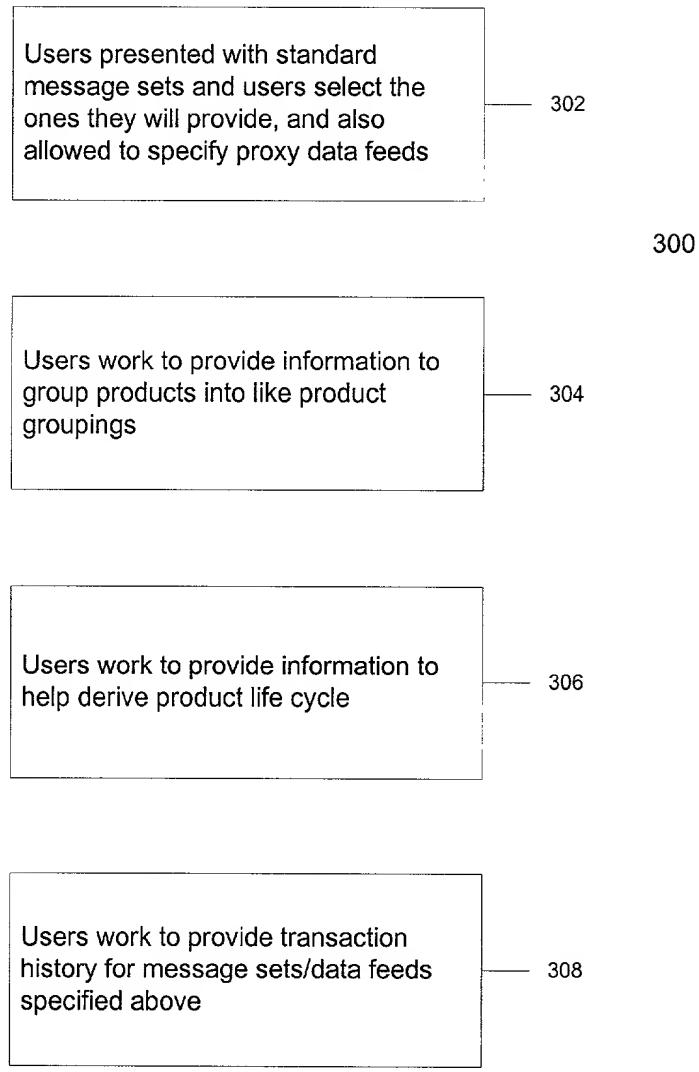


Figure 7

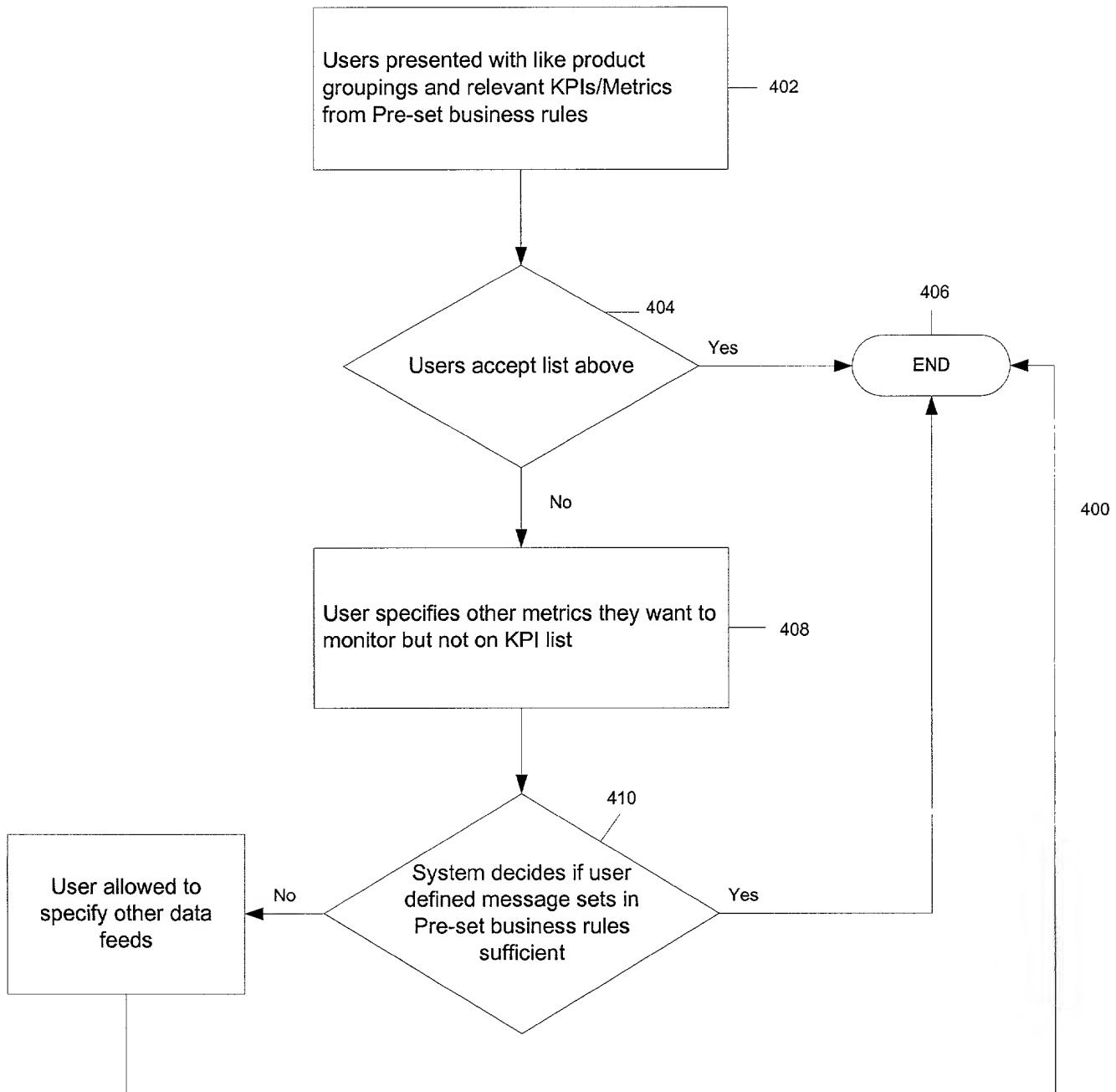


Figure 8

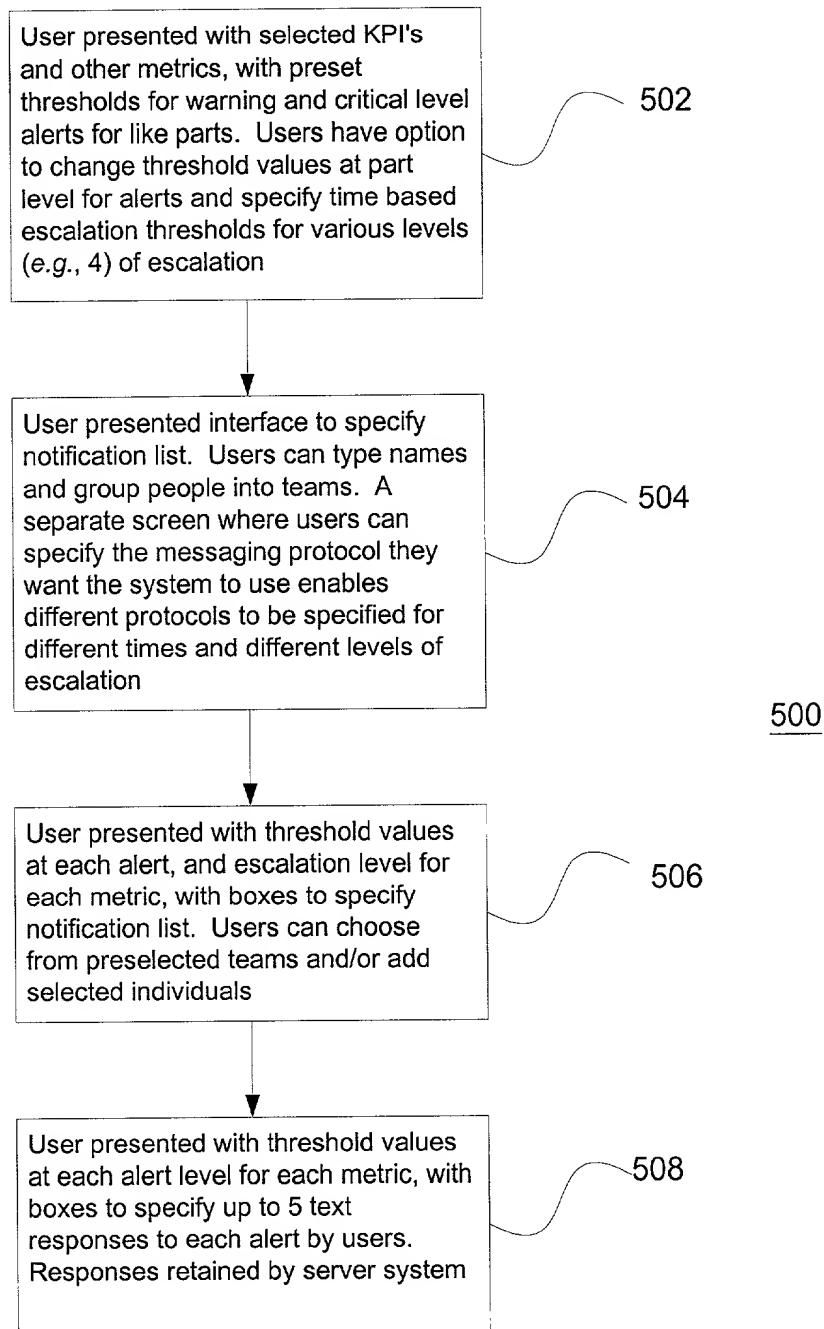


Fig. 9

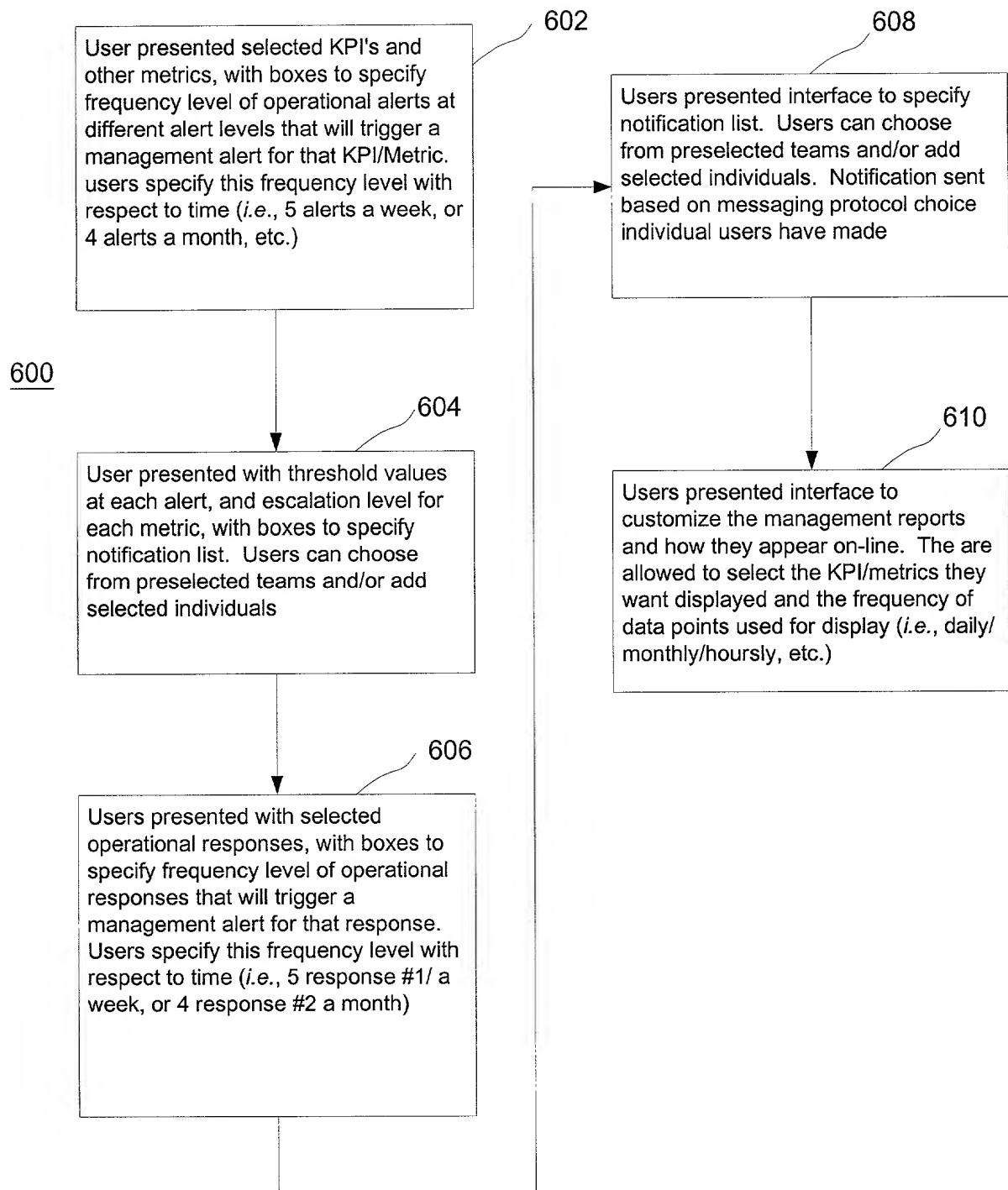


Fig. 10

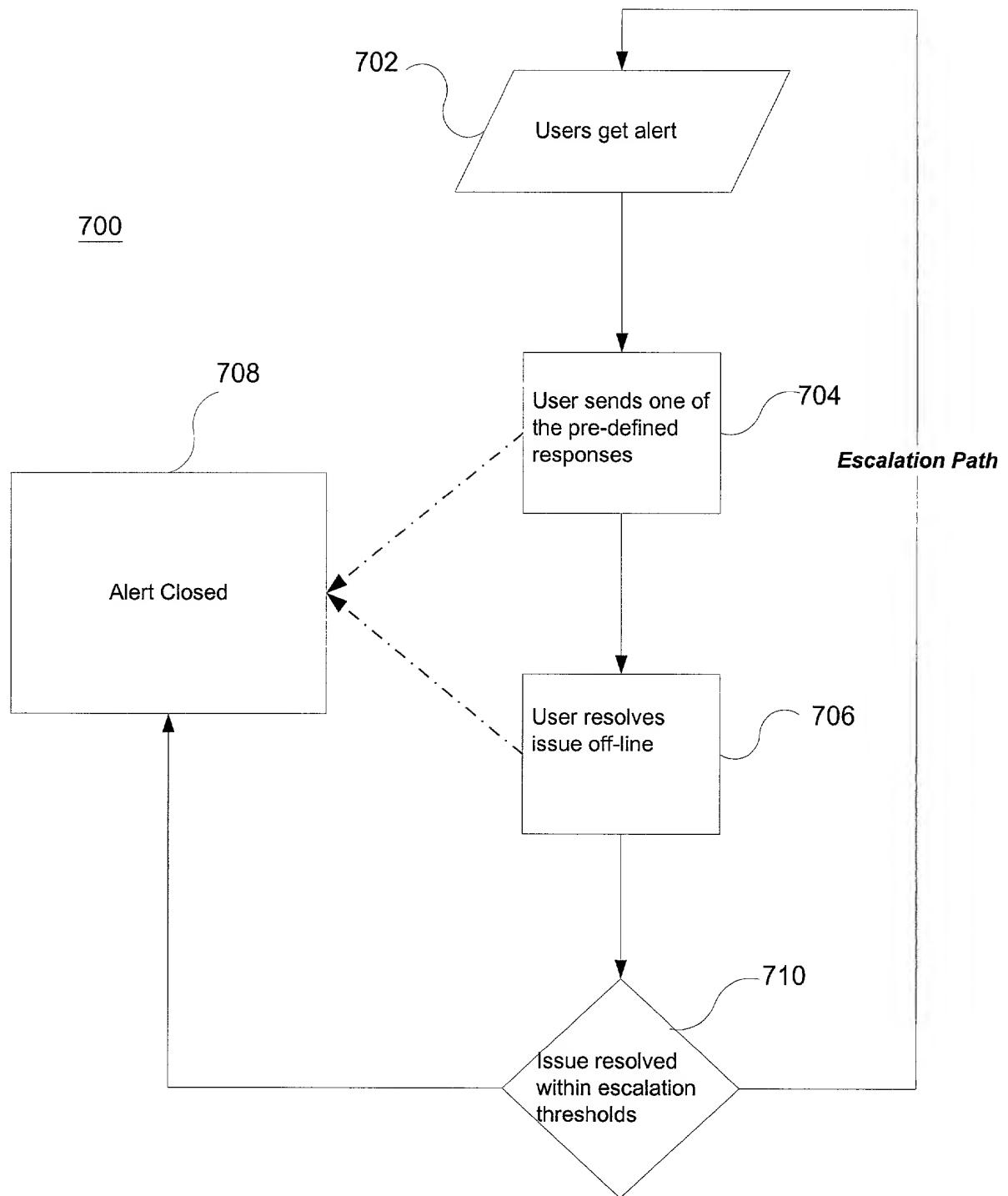


Fig. 11

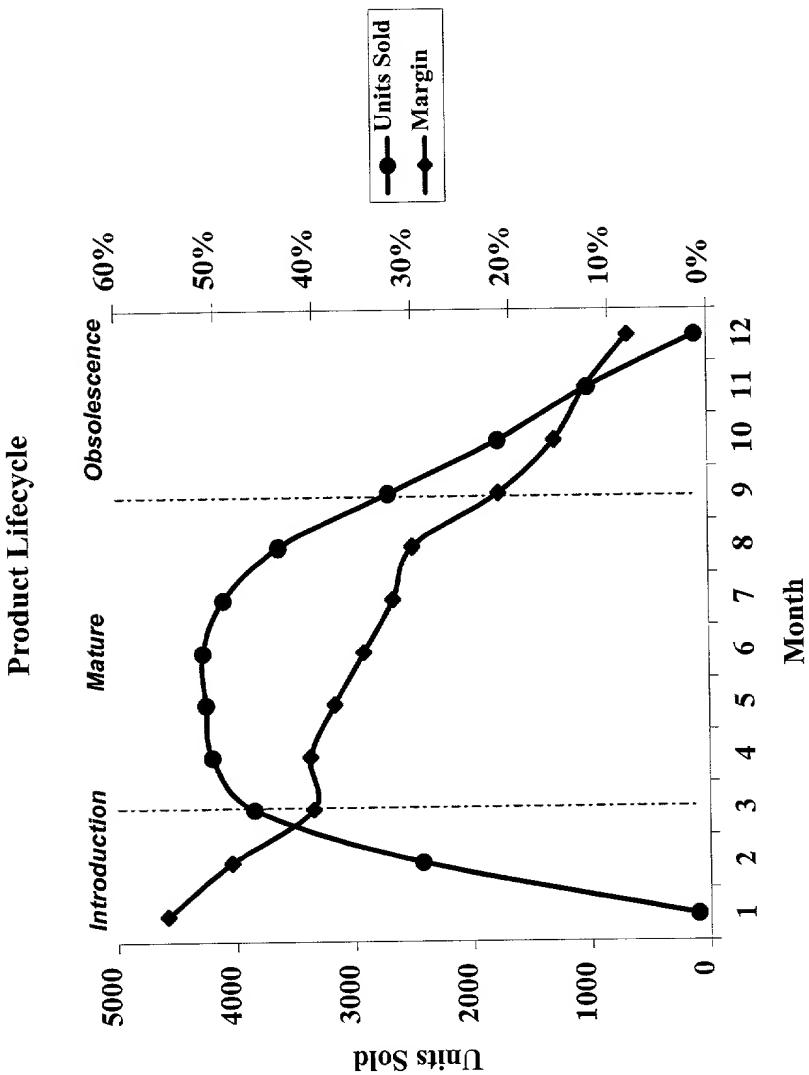


Fig. 12

Fig. 13

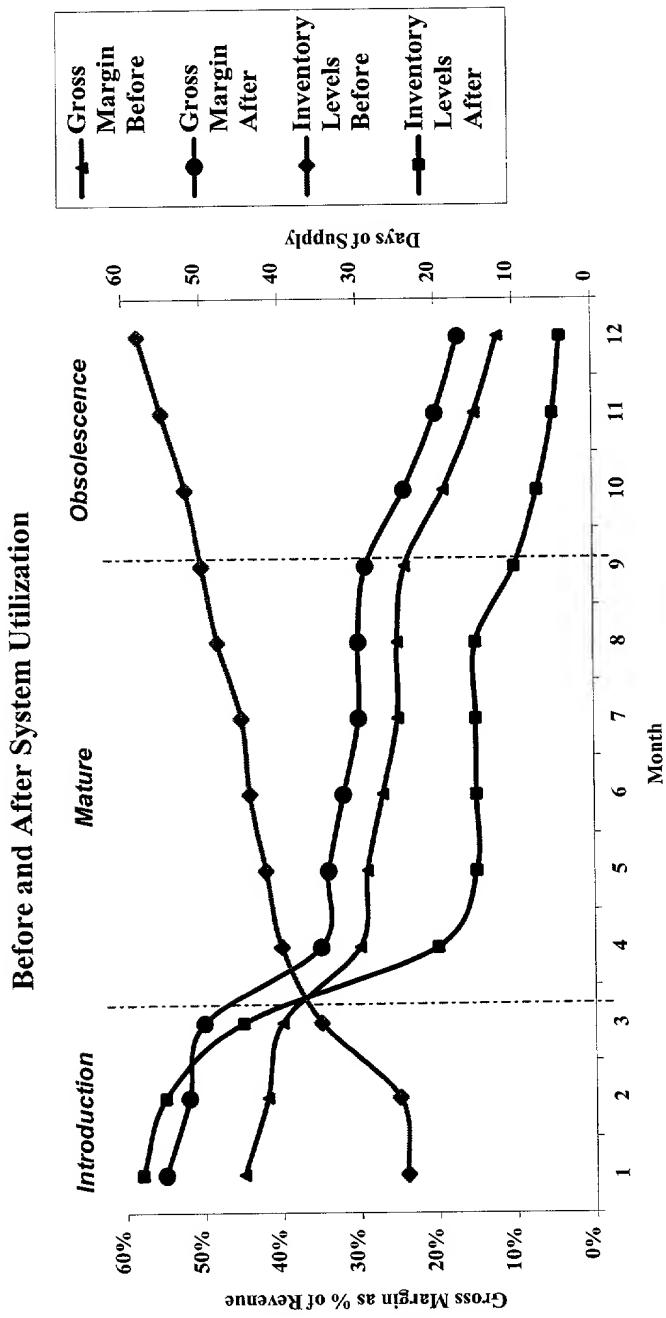


Fig. 14(a)

KPI's		User Defined/Other Elements			
Analytic Packs		Cash-to-Cash	Fill Rate	Perfect Order	On-time-delivery
Tradeoff service level vs. cost	x	x			Product standard cost
Confidence Factor	x	x			Product lifecycle
Tradeoff customer service levels vs. channel inventory levels		x	x	x	Product lifecycle, Product standard cost
Rank and manage partner performance	x	x	x	x	Industry benchmarks, User defined composite metrics
Tradeoff Cash-to-Cash vs. service level and inventory		x	x		x
					Payment cycle time information

Details	
	Inputs
Analytic Packs	<p>Allow users to view tradeoffs between forecast accuracy, level of inventory, cost and service levels. This lets users set policy that optimizes the relationship between these 3 variables, allowing users to set inventory levels that minimizes cost while achieving desired service levels. Also lets users to specify policy based on product lifecycle profiling, allowing different policy to be set for different products with system recommendations around which KPI to optimize based on lifecycle stage (Service level at introduction, Inventory levels at obsolescence)</p> <p>Allow users to see the degree of reliability and accuracy of partner and network commitments based on product lifecycle. This lets them make allowances in their goal/threshold setting to take into account a perceived degree of inaccuracy/variance</p> <p>Allow users to view tradeoffs between customer service levels and levels of inventory taking into account the product lifecycle. Allows users to set goals that achieve desired customer service levels while minimizing amount of inventory that needs to be carried. Also alert users when goals set are not appropriate based on product lifecycle stage</p>
Tradeoff service level vs. cost	Historical information around Forecast Accuracy, Inventory levels (DOS), Service levels, Product lifecycle information
Confidence Factors	History of performance for Forecast Accuracy, Forecast Variance, On-time-ship, On-time-delivery, Perfect Order, Fill Rate
Tradeoff customer service levels vs. channel inventory levels	Historical information around On-time-ship, On-time-delivery, Perfect Order, Inventory Levels (DOS), Prod std cost & Product lifecycle information
Rank and manage partner performance	Historical information on partner performance for relevant KPIs (OTS, OTD, Fill Rate, Perfect Order), Information aggregation from other Premonition installations, Data feeds from D&B, Hoovers and other industry databases, User defined composite metrics
confidence Factors	Historical information on service levels, inventory levels, & cash-to-cash cycle time

Fig. 14(b)

Message Sets		Analytics						
KPI's		P	O	D	A	R	I	C
Forecast Accuracy	x				x			
Forecast Variance	x							
Service Level		x	x		x			
Days of Supply	x	x		x			x	
On-time-ship		x	x	x	x			
On-time-delivery	x	x	x	x	x	x	x	x
Perfect Order	x	x	x	x	x	x	x	x
Fill Rate	x	x	x	x	x	x	x	x

Message Sets:

- P: Adherence Ship Note/GC (820)
- O: Payment (856)
- D: Receipt Advice (856)
- A: Recipient Advice (861)
- R: Tradeoff analysis between service levels and cost. Set confidence levels based on past performance and product lifecycle phase.
- I: Highlights reliability and predictability of forecasting process. Set confidence levels based on product lifecycle phase and past partner performance.
- C: Tradeoff analysis of lost revenue vs. higher inventory carrying costs. Set smart goals by product based on lifecycle profiling.

Analytics:

- P: Minimize inventory levels when comfortable with forecast variability. Accelerate inventory turns by dynamically adjusting goals based on product lifecycle and past performance of partners.
- O: Improve customer satisfaction and retention by actively managing tradeoffs between customer service levels and channel inventory levels. Set aggressive, achievable goals by product based on lifecycle phase.
- D: Improve customer satisfaction and retention by actively managing tradeoffs between customer service levels and channel inventory levels. Set aggressive, achievable goals by product based on "hot spots" with Metalert pattern matching technology.
- A: Actively manage partner service level and effectiveness, to create a superior customer experience. Focus management attention on "hot spots" with Metalert pattern matching technology.
- R: Actively manage partner service level and effectiveness, to create a superior customer experience. Use to rank and drive partner performance.

Fig. 14(c)

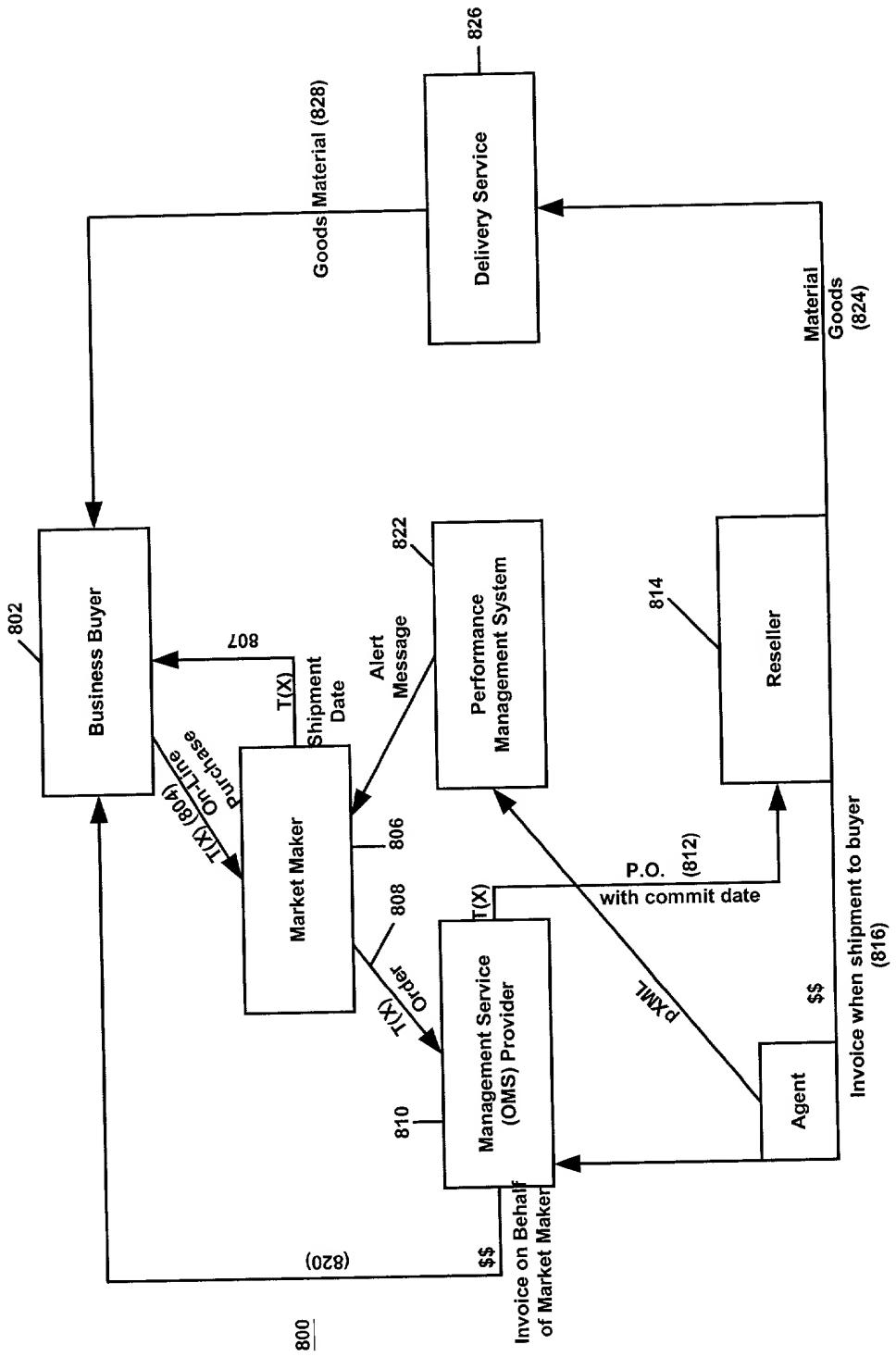


Figure 15

FIG. 16

PRMonition.com - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Favorites Search Favorites History

Address http://164.22.56.229/prm/main/itemDetail?Sel=SINGAPORE::C4190A

Partner View
shows summary partner performance

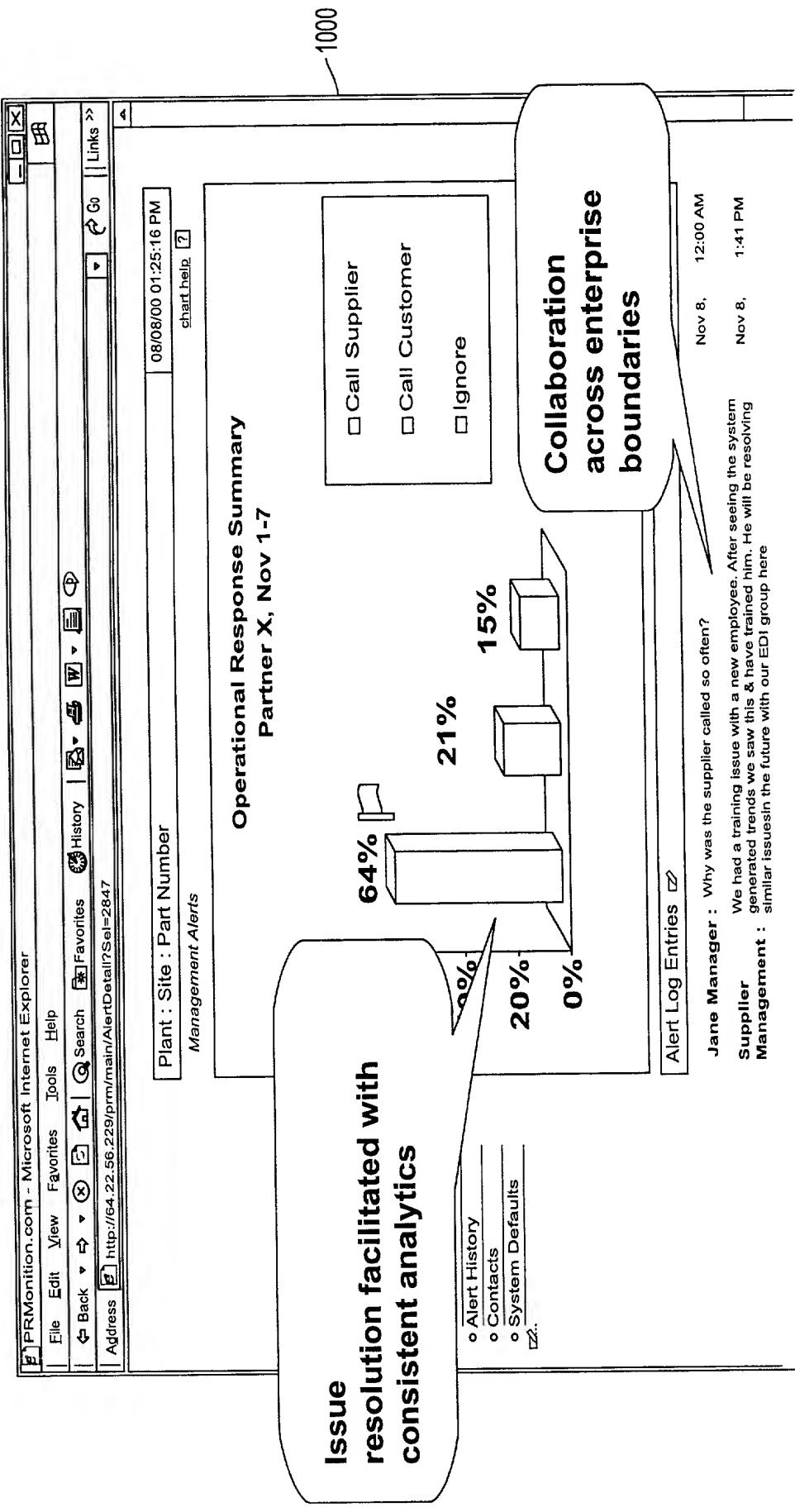
Partner Ratings - November 2000

Partner	Shipments	On-time-shipment (%)	Perfect Order (%)	Fill Rate (%)
Partner 1	978	98% ↑	95% ↓	75% ↑
Partner 2	444	97% ↑	96% ↓	89% ↑
Partner 3	879	89% ↑	89% ↑	87% ↓
Partner 4	656	80% ↓	40% ↑	75% ↓
Partner 5	20	70% ↓	69% ↑	78% ↑
Partner 6	104	69% ↑	66% ↑	90% ↑
2	9	50% ↓	25% ↓	89% ↓
2	2	43% ↑	43% ↑	90% ↑

Graphing
option, to view report graphically

Indicates
direction of change from last time period

FIG. 17



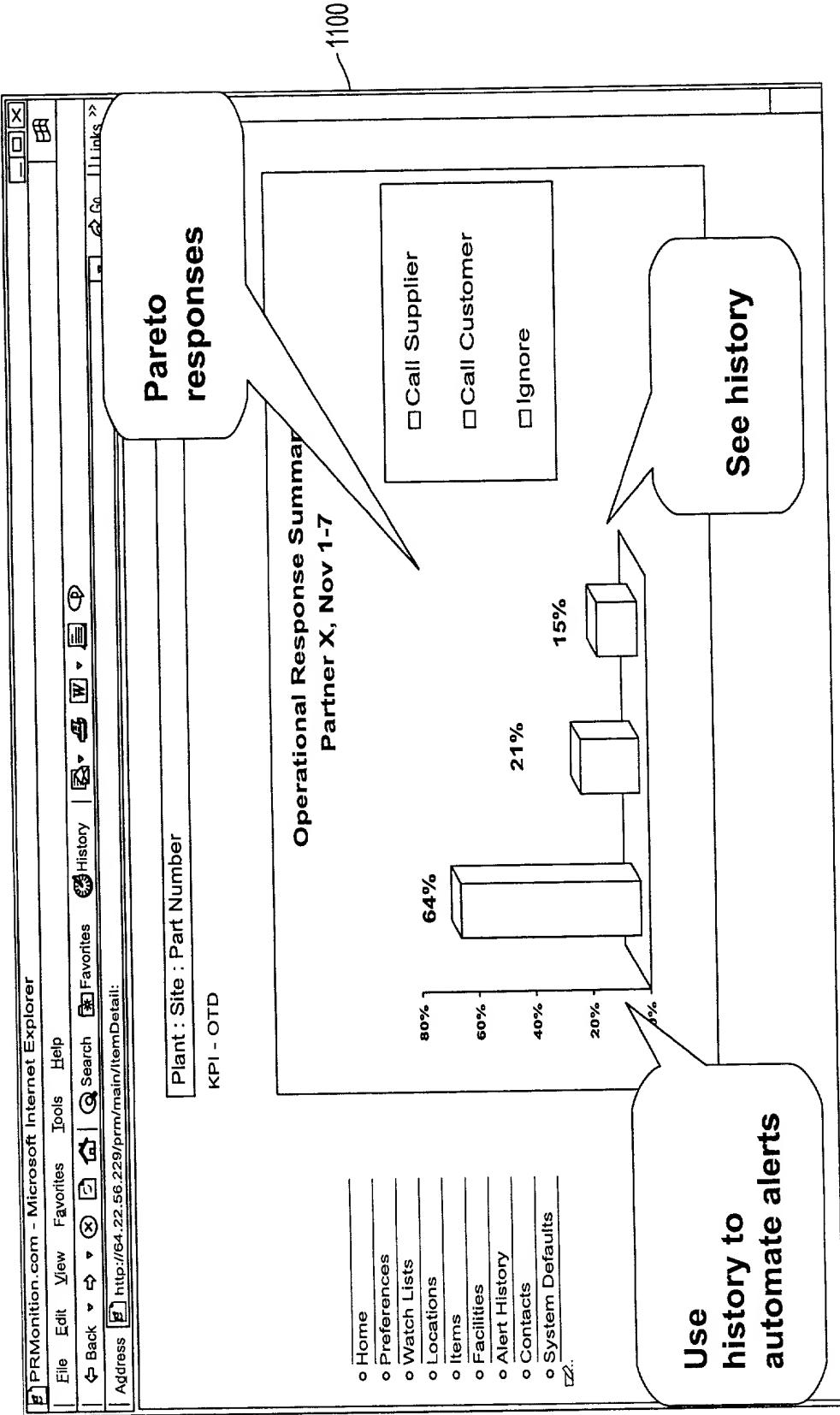


FIG. 18

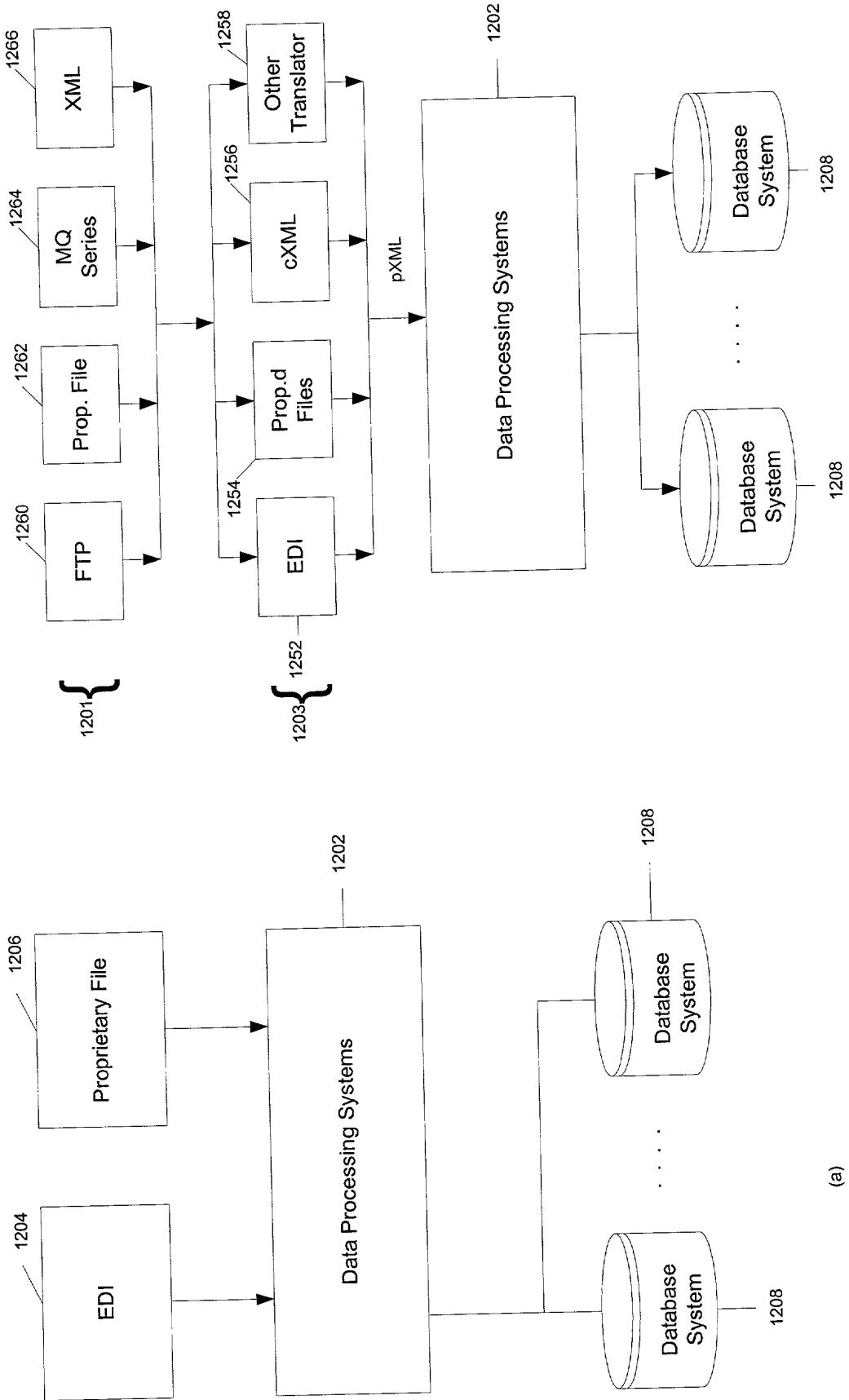


Figure 19

(b)

1200

(a)

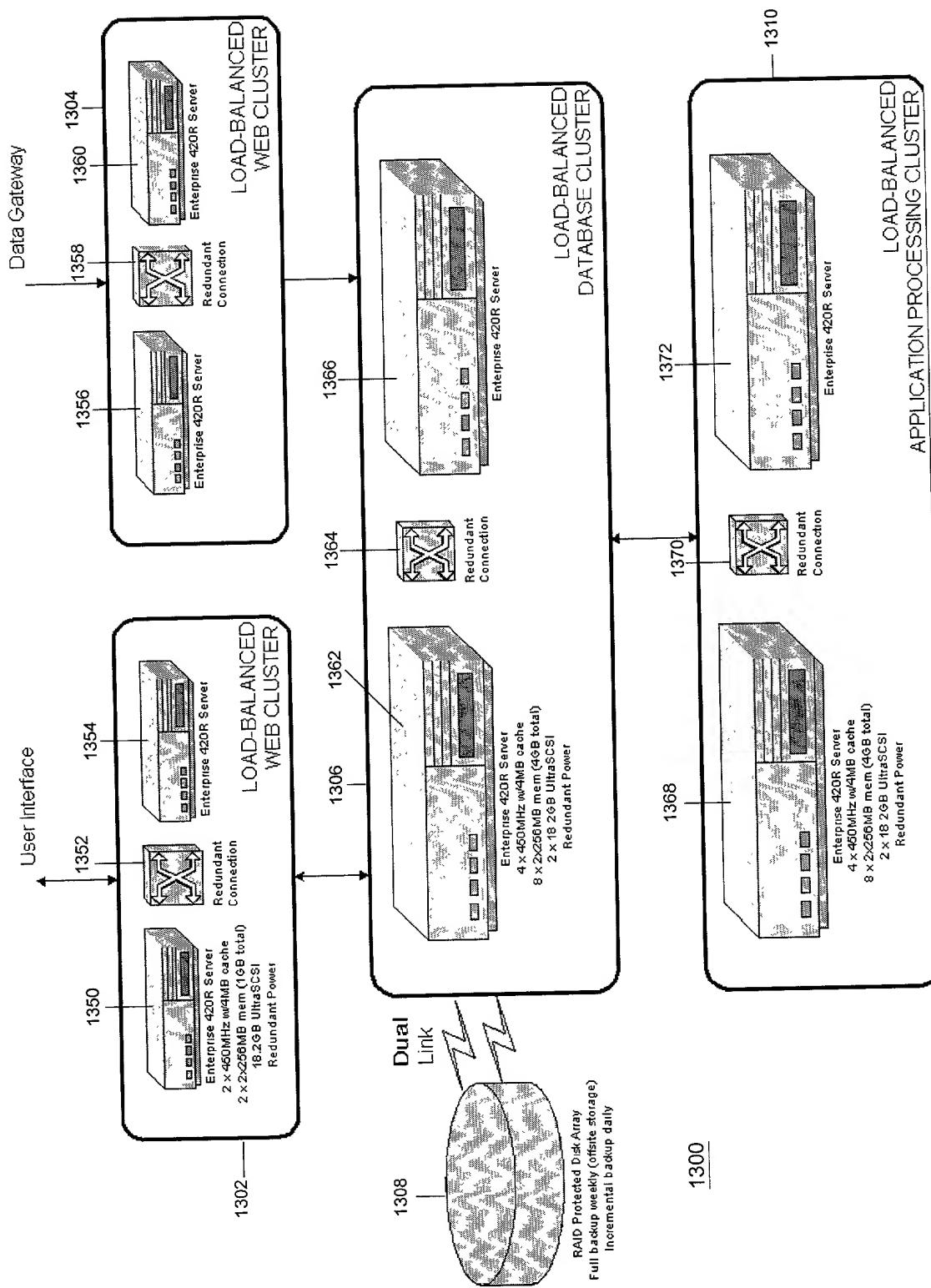


Fig. 20